Avaya one-X™ Deskphone Edition for 9630 IP Telephone User Guide

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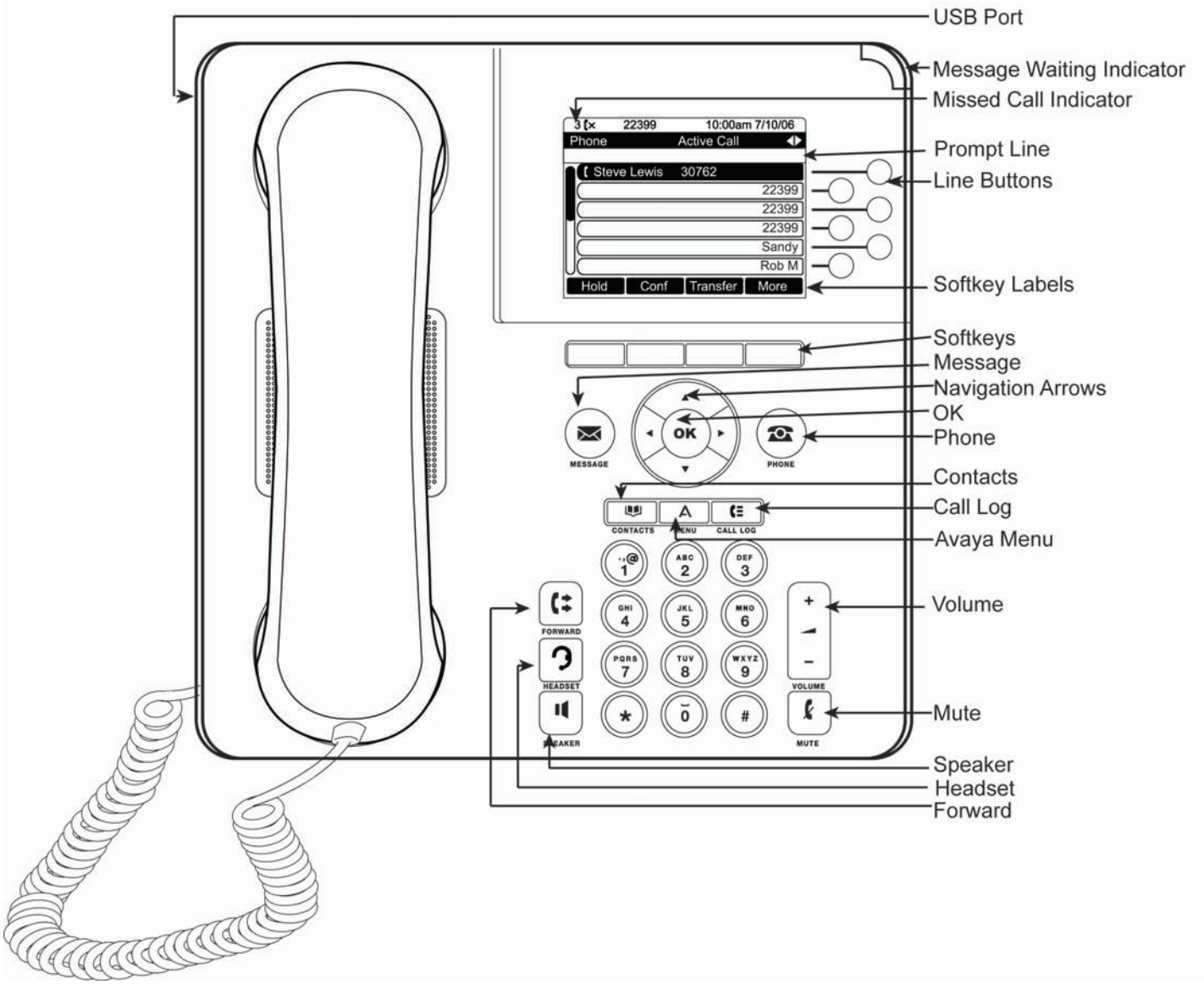
Introduction to the 9630 IP Telephone

Your telephone provides many features, including a Phone screen for viewing and managing your calls, a Call Log, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your voicemail.

Not all functions and features described in this user guide may be available on your telephone. If you find that a function or feature is not available, please contact your system administrator.

Overview



9630 IP Telephone Button/Feature Descriptions

Name	Description
USB Port	If your phone gets its power from a local AC power adapter (and not directly from the voice/data network connection), you can recharge a battery-powered device using your phone's USB port. Connect the device to your phone with a USB cable to recharge it.
Prompt Line	View the prompt line to see when you can use the right or left navigation arrows to view alternate screens or menus.
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.
Line Buttons	The six line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Line buttons also indicate if a feature is enabled or disabled in the Feature view.
Softkeys	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the object that is selected.
Message	Press the Message button to connect directly to your voicemail system.
Navigation Arrows	Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to navigate between menus or to move the cursor during text input.
OK	Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number.
Phone	Press Phone to view and manage your calls.
Contacts	Press Contacts to view the entries in your contact list.
Call Log	Press Call Log to view a list of your outgoing, incoming, and missed calls.
Missed Call Indicator	The icon on the Call Log button is illuminated when you have missed calls.
Avaya Menu	Press Avaya Menu to configure options and settings, access the browser, log out, or view network information.
Volume	Press volume to adjust the volume of the handset, headset, speaker, and ringer.
Mute	Press Mute to mute a call in progress. To take a call off mute, press Mute again.
Speaker	Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset and press Speaker.
Headset	Press Headset to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
Forward	Press Forward to display the Forwarding menu.

About Scrolling and Navigation

When navigating through the options and features on your telephone display, use the navigation arrows to scroll and buttons to select lines or options.

Use the up and down navigation arrows to scroll up or down through lists. Use the right and left navigation arrows to go to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected. The selected line is highlighted in black and white letters. The softkey labels will change according to the options available for the highlighted line. The

OK button is a shortcut for the default action. For example, when you select an entry in your Contacts list, pressing OK places a call to that person.

You can also select a line without scrolling by pressing the corresponding line button.

About Your Telephone Stand

Your telephone can be placed in two positions, a lower position and an upright position. You can adjust the display screen to different angles. To move the display screen, gently pull from the top of the display screen towards you. As you pull the screen towards you, you will hear a clicking sound. Each of these clicks is a locking position for the display screen. Gently push on the display screen to adjust the screen to a previous position.

If your phone is in the upright position, reverse the tab located below the switchhook in the top ear piece pocket (on the front of the phone). This will keep the handset seated in the correct position. You will need a small screwdriver to lift this tab out.

About the Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional web-based applications, get information about your phone and network settings, and log out.

The Avaya Menu has four sub-menus:

- Options & Settings
- Browser
- Network Information
- Log Out

Options & Settings lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

Network Information shows a summary of network-related parameters for your phone.

About Options & Settings

The Options & Settings menu contains choices for:

- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options

Call Settings includes choices for automatically displaying the Phone screen when you get an incoming call or when you place a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

Application Settings includes choices for turning call logging on or off and for personalizing your button labels.

Screen & Sound Options includes choices for adjusting your phone's brightness and contrast, ring pattern, language selection, and button clicks and tones.

Setting Go To Phone Screen on Calling

Set Go to Phone on Calling to Yes to automatically display the Phone screen when you place a call.

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Call Settings.
5. Press **Details** or **OK**.
6. Select Go to Phone on Calling.
7. Press **Change** or **OK** to set the option to Yes or No
8. Press **Save**.

Setting Go To Phone Screen on Ringing

Set Go to Phone on Ringing to Yes to automatically display the Phone screen when you get an incoming call.

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Call Settings.
5. Press **Details** or **OK**.
6. Select Go to Phone on Ringing.
7. Press **Change** or **OK** to set the option to Yes or No
8. Press **Save**.

Setting redial options

You can set Redial to dial the last number you dialed or to display a list of the last numbers you dialed.

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Call Settings.
5. Press **Details** or **OK**.
6. Select Redial.
7. Press **Change** or **OK** to toggle between One Number and List.
8. Press **Save**.

Configuring call timers

You can set your call settings to automatically display the duration of calls. You can turn the call timer display on or off.

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Call Settings.
5. Press **Details** or **OK**.
6. Select Display Call Timers.
7. Press **Change** or **OK**.
8. Press **Save**.

Configuring visual alerts

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Call Settings.
5. Press **Details** or **OK**.
6. Select Visual Alerting.
7. Press **Change** or **OK** to turn Visual Alerting on or off.
8. Press **Save**.

Adjusting the brightness or contrast of the display

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Screen & Sound Options.
5. Press **Details** or **OK**.
6. Select Brightness *or* Contrast.
7. Press **OK**.
8. Scroll to the right or left to adjust the brightness or contrast.
9. Press **Save**.

Turning button click sounds on and off

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Screen & Sound Options.
5. Press **Details** or **OK**.
6. Select Button Clicks.
7. Press **Change** or **OK** to turn sounds on or off.
8. Press **Save**.

Turning error tones on or off

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Screen & Sound Options.
5. Press **Details** or **OK**.
6. Select Error Tones.
7. Press **Change** or **OK** to turn error tones on or off.
8. Press **Save**.

Changing the ring pattern

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Screen & Sound Options.
5. Press **Details** or **OK**.
6. Select Personalized Ringing.
7. Press **Change** or **OK** to see a list of the available ring patterns.
8. Select a ring pattern to listen to it.
9. Press **Play** to hear it again.
10. Press **Save** to make it your ring pattern.

Changing the language

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Screen & Sound Options.
5. Press **Details** or **OK**.
6. Select Language....
7. Press **Change** or **OK** to see a list of the available languages.
8. Select a display language.
9. Press **Yes** to change the display to the selected language.

Editing button labels

You can change the labels that are displayed for your extensions, features, and abbreviated dial or speed dial buttons. For example, you can change the label for your extension to "My Line."

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Application Settings.
5. Press **Details** or **OK**.
6. Select Personalize Labels
7. Press **Change** or **OK**.
8. Select the label you want to edit.

   Note:

   If the label you want to edit is on the Features menu, scroll right to access the Features menu, and select the label you want to edit.

9. Press **Edit**.
10. Edit the label.
    Press **Clear** to clear all text fields and start over.
11. Press **Save**.

    Note:

    You may revert back to the default button labels by pressing **Avaya Menu** --> **Options & Settings** --> **Application Settings** --> **Restore Default Button Label** .

About the Browser

Your telephone includes a web browser capability that can be used to present additional applications. The items available through the web browser vary depending upon how your telephone was administered. If no web applications are available for your phone, the Browser menu is not presented. Contact your system administrator with any questions.

Accessing your browser

1. Press **Avaya Menu**.
2. Press **Browser** or **OK**.

About the Features menu

The Features menu gives you access to advanced telephony features, such as Directory, Call Forwarding, Speed Dial, and Abbreviated Dial buttons. Directory allows you to dial other users on your system by name. You can use Send All Calls and Call Forward to have your incoming calls sent to other numbers. EC500 allows you to answer your incoming calls from your desk phone or another phone. Forwarding features are also listed in the Forward menu. The particular features available to you depend on what your administrator has assigned to your phone.

For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu

1. From the Phone screen, scroll right to access the Features menu.

   Note:

   To return to the main Phone screen, press **Back** *or* scroll to the left.

   Note:

   The LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

Calling a person from the directory

1. From the Phone screen, scroll right to access the Features menu.
2. Select Directory.
3. Press **OK**.
4. Use the dialpad keys to start spelling the last name of the person you want to call.

   Note:

   Press each dialpad key one time for each corresponding letter. For example, for “Hill,” press 4, 4, 5, 5.

5. Select **Next** to view the next name alphabetically in the directory, if necessary.
6. Press **OK**, *or* enter the next letter.
7. Select **Make Call** when you see the name you want.
8. Press **OK** to dial the call.

Configuring simultaneous ringing for multiple telephones (EC500)

The EC500 feature allows you to have incoming calls ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator.

1. From the Phone screen, scroll right to access the Features menu.
2. Select EC 500.
3. Press **OK** to turn simultaneous ringing on or off.

Answering a Call

When you receive an incoming call, the incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually. If you do not have the Go to Phone on Ringing option enabled, you must press **Phone** to choose a line or view call options.

1. Answer an incoming call in one of the following ways:

Option	Description
If you are not on another call	**Lift the handset, *or* press the line button next to the incoming call, *or* press Speaker to answer using the speakerphone, *or* press Headset to answer using the headset.**
If you are on another call	**From the Phone screen, scroll to the line with the incoming call and press Answer or OK, *or*** **press the line button next to the incoming call.**

Note:

To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes (see *Call Settings*).

Note:

If the Auto Hold (Communication Manager) feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If Auto Hold is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the other one.

Sending an incoming call directly to voicemail

Press **To Vmail** to send an incoming call directly to voicemail without answering.

Ignoring an incoming call

Press **Ignore** to turn off the ringer for an incoming call.

Press **Ignore** to stop the ringer for an incoming call.

Making a Call

If you are not on a call, simply dial the number you want to call.

1. Lift the handset, *or* press **Speaker** or a line button for an available line.
2. Dial the number you want to call.

Clearing a number

Press **Clear** to erase all dialed digits and enter a new number.

Redialing a number

1. From the Phone screen, press **Redial**.

   Note:

   The last number will be redialed or you wil see a list of the most recent numbers that you have dialed, from which you can select one to redial.)

2. Press **OK**.

   Note:

   See *Setting redial options* for information on redial settings.

Calling a person from the Contacts list

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Press **Call** or **OK** .

Calling a person from the call log

1. Press **Call Log**.
2. Select the person or number you want to call.
3. Press **Call** or **OK** .

Muting a Call

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

1. Press **Mute** during a call so that the other person cannot hear you.
2. Press **Mute** again to unmute the call.

Putting a Call on Hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. Select the line you want to put on hold.
3. Press **Hold**.

   Note:

   A hold timer may display when you put a call on hold. For more information, see *Configuring call timers*.

4. Press **Resume** to retrieve the call.

Transferring a Call

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer**.
3. Dial the telephone number, *or* call the person from the Contacts list, *or* call the person from the Call Log list.
4. Press **Complete** to transfer the call.

About Forwarding Calls

You can forward your incoming calls to another number or to voicemail. If call forwarding is turned on, a Forwarding icon appears on the top line of your display screen. When the Forward button light is on, one or more of the forwarding features are active. You can choose from a number of forwarding features, including Send All Calls and Call Forward. Listed below are examples of the most commonly used forwarding features. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available to you, contact your system administrator.

Send all calls

When Send All Calls (SAC) is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a SendAll softkey appears on the Phone screen. Pressing SendAll turns Send All Calls on. If it is already on, pressing SendAll turns it off. You can also turn Send All Calls on or off by using the telephone Features list.

1. Press **Forward** to access the main Forwarding menu.
2. Select SendAllCalls.
3. Press **OK** to turn Send All Calls on or off.

Call Forwarding

The Call Forward feature allows you to set a number to which your calls will be forwarded, or turn off call forwarding if it is already on. You must enter the telephone number where the calls will be forwarded each time you use this feature. You must enter the telephone number where the calls will be forwarded each time you use this feature.

1. Press **Forward** to access the main Forwarding menu.
2. Select CFrwd.
3. Press **OK** to turn call forwarding on or to turn it off if it is already on.

   Note:

   When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.

4. Enter the number you want to forward your calls to.

   Note:

   After you enter the forwarding number, you hear a confirmation tone.

Turning off call forwarding

1. Press **Forward** to access the main Forwarding menu.
2. Select CFrwd.
3. Press **OK** to turn call fowarding off or to turn it on if it is already off.

   Note:

   When you turn off the Call Forwarding feature, you hear a confirmation tone.

About Conference Calls

You can use conference calls to speak with up to five people in different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, *or* call the person from the Contacts list, *or* call the person from the Call Log list.
4. Press **Join** to add the person to the existing call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

   Note:

   Depending on how your telephone is administered, you may not have to press **Join** to add the person to the conference call.

Putting a conference call on hold

1. Press **Hold** during a conference call.

   Note:

   When you put a conference call on hold, the other parties can still talk to each other.

2. Press **Resume** or **OK** to resume the conference call.

Muting a person on a conference call

You can silence a person on a conference call using far-end mute. The individual muting feature is not available on all systems. If you do not see **Silence** when you choose a person, you cannot mute that person.

1. From the Phone screen, press **More** --> **Details** during a conference call.
2. Select the person you want to mute.
3. Press **Silence**.
4. Press **Silence** again to take the person off mute.

Dropping the last person from a conference call

1. From the Phone screen, select your active call.
2. Press **Drop**.

Dropping a person from a conference call

This feature is not available on all systems. If you do not see **Drop** when you choose a person, you cannot drop that person.

1. From the Phone screen, select your active call.
2. Press **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

About Bridged Calls

Your phone may show one or more bridged lines on the display screen in addition to your own lines. A bridged line typically belongs to someone else, but bridging allows you to see if that line is in use, answer calls on that line, or join a call in progress on that line from your telephone. You can also make outgoing calls on a bridged line when it is not in use.

Answering a call on a bridged line

1. Select the bridged call that you want to answer.

   Note:

   The ringing line will be selected automatically if there are no other active calls. If you are on another call when a call comes in to a bridged line, you have to select the ringing line (just like for an incoming call to a primary line).

2. Press **Answer**.

   Note:

   Answering a call on a bridged line is basically the same as a call on a primary line . If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

Joining a call on a bridged line

You can join an existing call on a bridged line.

1. Select the bridged call in progress that you want to join.
2. Press **Bridge**.

Making an outgoing call on a bridged line

When you make a call on a bridged line, you are using another person's line. The caller ID may show the call as coming from you or coming from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

1. Select the bridged line you want to use.
2. Press **OK** to get a dial tone.
3. Dial the telephone number, *or* call the person from the Contacts list, *or* call the person from the Call Log list.

About Contacts

You can save up to 250 names and telephone numbers. For additional information, see *Calling a person from the Contacts list*.

Viewing Contacts details

1. Press **Contacts**.
2. Select the contact you want to view.
3. Press **Details** to see all information available for that contact.

Adding a new contact

1. Press **Contacts**.
2. Press **New**.
3. Enter the name using the dialpad.
   a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
   b. Pause before entering the next character if the characters are on the same key.
   c. Enter remaining letters or numbers.
   d. Press **Bksp** to delete the last character.

      Note:

      If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press **Bksp** to remove the character to the left of the cursor.

   e. Press **More** --> **Abc** to change between upper and lower case letters or to enter numbers.
   f. Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
   g. Press **More** --> **Symbols** to enter characters that are not on your dialpad.
   h. Select the symbol you want to use.
   i. Press **OK** to select the symbol.
   j. Press **Clear** to delete all text and start over.
4. Select the next field.
5. Enter the telephone number.
6. Press **Save**.

Editing a contact

1. Press **Contacts**.
2. Select the contact you want to edit.
3. Press **More** --> **Edit** .
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save**.

Deleting a contact

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More** --> **Delete** .
4. Press **Delete** again to confirm.

   Note:

   If you press **Cancel** prior to pressing **Delete**, your contact information will not be removed.

About the Call Log

You can use the Call Log to view a list of your recent calls, or separate lists of your incoming, outgoing, or missed calls.

Viewing the call log

1. Press **Call Log**.

   Note:

   You can go to the top of the list by pressing **Call Log** again.

2. Scroll to the right or left to view separate lists of your incoming, missed, answered, or outgoing calls lists.

Viewing call log details

1. Press **Call Log**.
2. Select the number you want to view.
3. Press **Details**.
4. Press **Back** to return to the list view.

Adding an entry from the call log to your Contacts list

1. Press **Call Log**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit name and telephone number, if necessary.
5. Press **Save**.

Removing an entry from the call log

1. Press **Call Log**.
2. Select the number you want to delete.
3. Press **More** --> **Delete** .
4. Press **Delete** again to confirm, *or* press **Cancel** if you do not want to delete it .

Clearing all entries from the call log

Clearing all entries from a call log deletes all of the entires. For example, if you are viewing the Outgoing Calls list, only outgoing calls are deleted from the call log. However, if you are viewing the All Calls list, pressing Clear All deletes all calls from the call log.

1. Press **Call Log**.
2. Select the list you want to delete.
3. Press **More** --> **Clear All** to delete all of the entires in the list you are viewing.
4. Press **Clear All** again to confirm.

Turning off call logging

You can turn call logging on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call log.

1. Press **Avaya Menu**.
2. Select Options & Settings.
3. Press **Details** or **OK**.
4. Select Application Settings.
5. Press **Details** or **OK**.
6. Select the type of call logging you want to turn off.

   Note:

   To turn logging of bridged lines on or off, select Log Bridged Calls and press **Change** or **OK**.

7. Press **Change** or **OK** to turn call logging on or off.
8. Press **Save**.

Getting Your Messages

Use the **Message** button to connect directly to your voicemail system. A red light on the upper right-hand corner of your telephone indicates when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Logging into your voicemail

1. To log in to your voicemail, press the **Message** button.
2. Follow the voice prompts from your voicemail system.

About logging in to your telephone

Logging in and out maintains your preferences, call information, and options if you share a telephone with other users. Log out to prevent unauthorized use of your telephone during an absence.

Logging in to your telephone

Log in from the initial screen when it prompts you for your extension.

1. Enter your extension.
2. Press **Enter** or **OK**.
3. Enter your password.
4. Press **Enter** or **OK**.

Logging out of your telephone

1. Press **Avaya Menu**.
2. Select Log Out.
3. Press **Log Out** or **OK**.
4. Press **Log Out** again to confirm.

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